KNOWLEDGE ORGANIZATION, MANAGEMENT AND USE CULTURE IN LIBRARIES OF SCHOOL OF PLANNING AND ARCHITECTURE IN INDIA: A STUDY

1. INTRODUCTION

Libraries and information systems are designed and built with the primary objective of meeting the information needs of a group of people. Knowledge is a familiarity, awareness, or understanding of someone or something, such as facts, information, descriptions, or skills, which is acquired through experience or education by perceiving, discovering, or learning.

Knowledge organization is an intellectual discipline concerned with activities such as document description, indexing, and classification that serve to provide systems of representation and order for knowledge and information objects. It addresses the activities carried out and tools used by people who work in places that accumulate information resources (e.g. books, maps, documents, datasets, images) for the use of humankind, both immediately and for posterity. It discusses the processes that are in place to make resources findable, whether someone is searching for a single known item or is browsing through hundreds of resources just hoping to discover something useful. Knowledge organization supports a myriad of information-seeking scenarios (Joudrey & Taylor, 2017).

Knowledge Management is the process of creating, sharing, using and managing the knowledge and information of an organisation (Girard & Girard, 2015). It refers to a multidisciplinary approach to achieving organisational objectives by making the best use of knowledge. Knowledge management efforts typically focus on organisational objectives such as improved performance, competitive advantage, innovation, the sharing of lessons learned, integration and continuous improvement of the organisation (Gupta & Sharma, 2004).

The library will play a very crucial role in the extension and modification of knowledge. The development of knowledge management in recent years has become the key concern for librarian and libraries. Knowledge Management requires more effective methods of information handling, speedy transfer of information. This paper is intended to be an overview to assist knowledge management in terms of its relevance for library and Information science professionals. It also examines the role of librarian/libraries in knowledge Management.

2. STATEMENT OF THE PROBLEM

Statement of the problem provides a clear and concise description of issues that need to be study. Present research problem will specify the problem in the research area that will address the different methods knowledge organization and management also understanding of lack of concept on the Knowledge Organization and Management in School of Planning and Architectures Libraries. This research problem is conceived under the title "**KNOWLEDGE MANAGEMENT AND USE CULTURE IN LIBRARIES OF SCHOOL OF PLANNING AND ARCHITECTURE IN INDIA: A STUDY**".

3. CONCEPTUALIZATION

- **Knowledge organization**

Knowledge organization is the different knowledge and skills that the employees of a large company or organization have, and how these can be used and shared to make the organization more effective (Cambridge Dictionary, 2019)

In the research study knowledge organization is refers to library in-house activities such as Document description, Indexing and Classification, Cataloguing, Database searches, Archives and Collection development etc. performed in libraries.

- **Knowledge management**

Knowledge management is the systematic management and use of the knowledge (collective data, information, and body of experience) within an organization, to enhance the performance of the organization (Oxford Dictionary, 2019).

In the present research study knowledge management is policy and programs of collection development and collection management in libraries of school of planning and architecture in India. The study would explore how library resources are developed and managed and also to determine significance of knowledge management.

- **Use Culture**

According to Oxford English Dictionary (2019) the term 'culture' is defined as 'The attitudes and behaviour characteristic of a particular social group'.

In the research study, the term 'use culture' would be the library user's perception and use of library resources. It would also mean by information seeking habits and behaviour of users of libraries of school of planning and architecture in India.

4. SCHOOL OF PLANNING AND ARCHITECTURE: A PROFILE

- **Introduction**

The School of Planning and Architecture (SPA) are a group of autonomous public institutes of higher education under Ministry of Human Resource Development, Government of India. The SPAs lists three institutes located at Bhopal, New Delhi and Vijayawada. They were established with the objectives of providing quality Architecture and physical planning education. The SPA primarily offer undergraduate, postgraduate, doctoral and executive education programmes. Each SPA is autonomous and exercises independent control over its day-to-day operations. However, the administration of all SPAs and the overall strategy of SPA are overseen by the SPA council. The SPA Council is headed by India's Minister of Human Resource Development and consists of the chairpersons and directors of all SPAs and senior officials from the MHRD.

- **History**

The first School of Planning and Architecture was founded in 1941 as a Department of Architecture of Delhi College of Engineering now the Delhi Technological University. It was later affiliated to the University of Delhi and integrated with the School of Town and Country Planning which was established in 1955 by the Government of India to provide facilities for rural, urban and regional planning. On integration, the School was renamed as School of Planning and Architecture in 1959. Recognizing its national and international eminence, the Government of India conferred the status of the 'Deemed University' on the School in 1979. This entitled the SPA, New Delhi to broaden and deepen its academic horizons by introducing new academic programmes, and by promoting critical research activities. On the request of Ministry of Human Resource Development, Government of India a project report was prepared by Institute of Town Planners, India (ITPI) for establishing four new Schools of Planning & Architecture in the country. Based on this report the Government took a decision to establish two SPAs, one in Bhopal and the other in Vijayawada.

- **Organisational structure**

The Honourable Minister of Human Resource Development is the most powerful person in the organisational structure of SPAs, being the Chairman, General Council. Under the SPA Council is the Board of Governors of each SPA. Under the Board of Governors are the Director, who is the chief academic and executive officer

of the SPA. Under the Director, in the organisational structure, comes the Heads of Departments, Registrar, President of the Students' Council, and Chairman of the Hall Management Committee. The Registrar is the chief administrative officer of the SPA and overviews the day-to-day operations. Below the Heads of Department (HOD) are the faculty members (Professors, Associate Professors, and Assistant Professors). The Wardens come under the Chairman of the Hall Management Committee

- **Admission**

The SPAs have a common admission process for undergraduate and post-graduation admissions, also admission for Ph.D. in following discipline Master's Degree in Urban Planning or Regional Planning or Environmental Planning or Housing or Transport Planning or Landscape Architecture or Urban Design or Architectural Conservation or Building Engineering and Management or Industrial Design conducted by the School, or equivalent from any other recognized university or institution with a minimum of 55 per cent aggregate marks; or bachelor's degree in Planning or Architecture of the School or its equivalent from any other recognized university or institution with a minimum of 55 per cent aggregate marks and five years' experience in teaching, research or professional practice.

- **Education**

The SPA Delhi has a Deemed University status, while SPA Bhopal and SPA Vijayawada function autonomously, and their special status as Institutes of National Importance facilitates the smooth running of SPAs, virtually free from both regional as well as student politics. Such autonomy means that SPAs can create their own curricula and adapt rapidly to the changes in educational requirements, free from bureaucratic hurdles. The government has no direct control over internal policy decisions of SPAs (like faculty recruitment and curricula) but has representation on the SPA Council. The medium of instruction in all SPAs is English. The classes are usually held between 8:30 a.m. and 5:30 p.m., though there are some variations within each SPA. All the SPAs have public libraries for the use of their students. The electronic libraries allow students to access on-line journals and periodicals.

School offers planning, architecture and design courses both at undergraduate and postgraduate levels. While the Bachelor of Architecture course is one of the oldest in the country, highly successful Bachelor of Planning course was started in 1989. The School offers 10 postgraduate programmes and 2 undergraduate

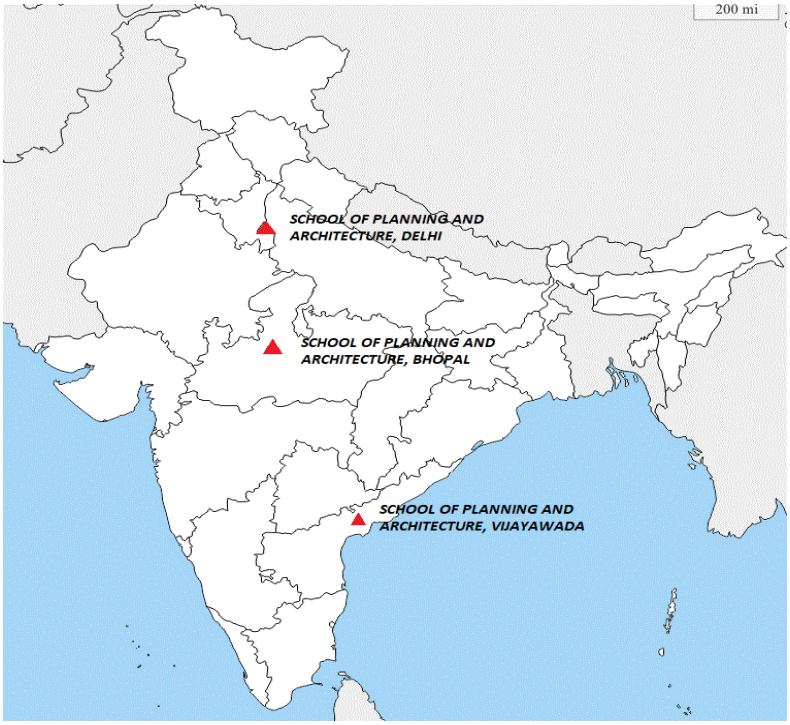
programmes along with the doctoral programmes run by all the departments of studies.

- **Recognition**

SPAs have a special status as "Institutes of National Importance" under an act of Parliament, due to which the degrees provided by SPAs need not be recognized by the AICTE. The JEE and GATE are important factor behind the success of SPAs, as it enables the SPAs to accept only a select group of meritorious students. This combination of success factors has led to the concept of the SPA Brand. Other factors that have contributed to the success of SPAs are stringent faculty recruitment procedures and industry collaboration. The procedure for selection of faculty in SPAs is stricter as compared to other colleges offering similar degrees.

- **Educational rankings**

Nationwide, SPAs ranked above any other architecture college. Worldwide, SPA Delhi is ranked 7th in Asia for architecture, and is also ranked as one of the top 10 graduate planning education institute in the world along with MIT, UCL and others. It is now an established brand name for excellence in planning and architecture education. Within seventy four years of its existence, the School has established a reputation as the nation's leading institution for imparting professional education in town and country planning, architecture and design (School of Planning and architecture).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SCHOOL OF PLANNING AND ARCHITECTURE, DELHI
SCHOOL OF PLANNING AND ARCHITECTURE, BHOPAL
SCHOOL OF PLANNING AND ARCHITECTURE, VIJAYAWADA

Fig.1 Location of School of Planning and Architecture

5. NEED OF THE STUDY

The essential components in a library and information system are documents, users and librarians. The main objective of any information system is to provide pin-pointed, exhaustive and expeditious information service to users. Moreover, as an information system is to satisfy the information need of its users. Increasing amount and complexity of literature; scattering of literature; language barriers and access to information are some of the issues of satisfying information need of the user. Therefore, there is a need to study knowledge management and its use because user attitude are essential considerations in the design of library services and also users have ways of doing things and these should be accommodated in the design and development of information system. Moreover, it is necessitate to determine what do users require from the library in terms of type, quality and range of services and what does user do about his/her need; how does the user select available information sources; how does the user carry out information search. These issues to be address by re-engineering the system.

A large number of user studies have been made at a variety of levels-undergraduate, postgraduate, teaching and research staff in government departments, non-government departments, research institute and so on so forth. No studies have been conducted on knowledge management and use culture in the libraries of school of planning and architecture libraries in India. Therefore, the present study will be been undertaken.

6. LITERATURE REVIEW

Singh (2013) has examined the use of collections and services at Dr B.R. Ambedkar NIT Central Library, Jalandhar. The data collected through well-structured 196 questionnaires were distributed among NIT Central Library users during the academic session 2010-11, to find out information seeking behaviour of the users. The study reveals the levels of use of various services provided, access of online database services, database search techniques, and users' awareness about different types of library network. It highlights satisfaction with overall functioning of the library. On the basis of results of the study, suggestions have been given to make the collections and services more beneficial for the academic community of the technical institutes

Sahu and Singh (2013) have carried out a study to determine different aspects of information seeking behaviour, and specifically the information seeking behaviour and information needs of Indian astronomy/astrophysics academics, including the

relationship between various variables such as academic, rank-wise statuses, age-wise of characteristics, and methods for keeping their knowledge up-to-date. The study surveyed 400 academics from 12 astronomy and astrophysics information centres and libraries were surveyed using the questionnaire and were interviewed. The study reveals that there was a difference in information seeking behaviour and needs for various academic is sub-fields of Indian astronomy/astrophysics, and highlights the value of information seeking behaviour to scientists working in astronomy/astrophysics. Therefore, astronomy/astrophysics academics were making use of Astrophysics Data System followed by their use of e-archives for education and research. Astronomy/astrophysics academics work in a unique setting with specialized needs.

Chohda and Gupta (2017) have investigated information seeking behaviour and use pattern of students on quality of procured information in National Institute of Technology, Jalandhar, India. The study adopted survey research to collect the data. The study reveals that 70 per cent are aware about the e-journals and databases and print and electronic e-journals are highly preferred by students but access them in other places then departmental library and 32.22 per cent respondents spent time more than hours for internet access.

Jayapriya and Sathiyamurthy (2019) have reported in a study on information seeking behaviour, which inspects the utilization of collection of resources and services at Library of eight Engineering Colleges (Affiliated to Anna University, Chennai) in Chennai District of Tamilnadu. To determine the attitude of user of library such as undergraduate students and faculty members towards information seeking behaviour, they collected data from the samples of 172 respondents out of 200 distributed questionnaires. On the basis of gather the information study focuses on utilization of resources, meaning of the library, purpose of visit of library, hours spent in library, preferred resources, searching criteria, and so on. Overall, this study reflects that the users are satisfied with the functioning of library. Finding of their study is revealed that characteristics of the information need and information seeking behaviour of the Faculty and students. They observed that the majority of the Faculty and students is visiting library daily, and Faculty and scholars visit the library majorly for reference sources and specific information depending upon their needs. And also find out that most respondents prefer internet

services/resources. Then they noticed that majority of the users were facing a problem for lack of time for searching of information

Hugar and Kannappanavar (2019) have studied on library users of medical, dental, nursing, pharmacy and homeopathic colleges in Goa state. They made an attempt to know the awareness and use of reference sources available in the library and to know the preference of media as a source of information for their requirement. They also found that, 95 per cent respondents refer/depend upon printed books for their information needs. Only 49 per cent students are happy with the internet and online resources available in their college libraries. Further researcher suggested that, the library orientation has to be conducted regularly to convert another 30 per cent students to make use of their college library by giving more importance to electronic sources and services.

Khan and Murugan (2019) have conducted survey on user behaviour of students at Government Colleges in Tamilnadu. They are gathered data by the questionnaire and randomly selected the students. They determine the information requirements and also determine their awareness of library services available to users. Data were gathered from 682 students out of 700 through open and closed questionnaire. Findings recommends that guidance in the use of library resources and services is necessary and web searching and retrieval skills be organized at regular intervals to help students meet some of their information requirements.

Senthilkumar (2019) has explored information seeking behaviour of students at Government Colleges in Tamilnadu by using questionnaire to collect the data from 682 students. The study revealed that guidance in the use of library resources and services is necessary and web searching and retrieval skills be organized at regular intervals to help students meet some of their information requirements.

The information need of the library user is depend upon well designed information system. A study was conducted by **Bhattacharjee et al. (2019)** to evaluate the information system on the basis of information seeking pattern of the scientific community who belong to different universities under the study. The study has been tried to find out the satisfaction after utilization of print or digital information resources available in the digital environment with a view to understand the situation of the existing library system. The study reveals that the existing library information system is seemed to be less functional and there is an urgent need to

develop a model which can fulfil the requirement of scientific community. Therefore, on the basis of results of the study the researcher proposed a new model "Information Seeking Model for Scientific Community at Assam" (ISMSCA) which might solve the problem of scientific community

7. OBJECTIVES

The main aim of the research study is to analyse the determinants of following objectives

- To investigate the growth of physical and digital documents in libraries of SPA.
- To identify the methods of knowledge organization in SPA Libraries.
- To ascertain the awareness among the users about the resources and services of SPA libraries.
- To know the user priorities for library resources and services.
- To explore the use of e-resources by the SPA Library users.
- To determine the user's satisfaction on collection organization, library resources and services.
- To seek the suggestions for the knowledge organization and management in SPA libraries.

8. HYPOTHESES

The present study has been made with certain hypotheses framed from the above objectives

H_1: There are significant differences in the prevailing practices of knowledge management in the libraries of selected School of Planning and Architecture.

H_2: There are significant difference in the information needs among different kind of library users of School of Planning and Architectures.

H_3: There is a significant relationship between the method of searching and accessing the information use pattern of selected Libraries.

H_4: There is significant difference in the problem faced in information use pattern among the users of selected Institute Libraries.

9. METHODOLOGY

Methodology is the specific procedures or techniques used to identify, select, process, and analyse information about a topic. A Survey is defined as a research method used for collecting data from a pre-defined group of respondents to gain

information and insights on various topics of interest. Surveys have a variety of purposes and can be carried out in many ways depending on the methodology chosen and the objectives to be achieved

Questionnaire: A questionnaire is a research instrument consisting of a series of questions for the purpose of gathering information from respondents. Questionnaires can be thought of as a kind of written interview. They can be carried out face to face, by telephone, email or post.

For more information for the proposed study, researcher will personally consult the librarian and his staff members. If needed further information researcher will refer and consult the documentary sources available in the library and on the websites of the libraries.

Sampling techniques:

Sampling is the process of selecting a representative group from the population under study. The target population is the total group of individuals from which the sample might be drawn. A sample is the group of people who take part in the investigation. The people who take part are referred to as participants.

A **stratified random sample** survey will be used for gathering data. The anticipated population size is 1700. To determine the sample for study researcher referred one standard sample method. Here we take Krejcie and Morgan method

Krejcie and Morgan sample method: Estimation of sample size in research using Krejcie and Morgan is a commonly employed method. **Krejcie and Morgan (1970)** used the following formula to determine sampling size:

$$\boldsymbol{n = \frac{x^2 N p(1-p)}{e^2(N-1) + x^2 p(1-p)}}$$

$\boldsymbol{n}$ = sample size.

$\boldsymbol{N}$ = population size.

$\boldsymbol{e}$ = acceptable sampling error.

$\boldsymbol{x^2}$ = chi-square of degree of freedom 1and confidence 95% =3.841.

$\boldsymbol{p}$ = proportion of population.

Data analysis

Data analysis will be done through SPSS 18 PASW Statistical package. Frequencies, percentages, Mann Whitney U test, Kruskal-Wallis test, Factor Analysis, Wilcoxon signed rank test.

To measure central location of value of series of collected data is called central tendency. The mean, median and mode are all valid measures of central tendency

Mean: The mean is average. It is equal to the sum of all the values in the data set divided by the number of values in the data set. It is average value of a qualitative variable. $(\bar{x}) = \frac{\sum x}{n}$

Median: The median is the middle score for a set of data that has been arranged in order of magnitude. It is usually the average for nonparametric statistical tests.

Mode: The mode is the most frequent score in our data set. It is usually presented through the highest percentage categories in the percentage distributions.

The **chi-square test** for independence of attributes (qualitative variables). Chi-square test of independence of attributes will be tested.

The **Kruskal-Wallis** one –way analysis of variance by ranks is a nonparametric method will tested for testing to know whether samples originate from the same distribution or not.

10. SCOPE AND LIMITATION

- The present study is confined only to three national institute i.e. School of Planning and Architecture, Delhi; School of Planning and Architecture, Bhopal and School of Planning and Architecture, Vijayawada
- The study confined to library users i.e. undergraduate students; postgraduate students; research scholars and faculty members of School of Planning and Architecture, Delhi; School of Planning and Architecture, Bhopal and School of Planning and Architecture, Vijayawada.
- The study is based on the information given by the respondents at time of data collection in selected institution

Institution-wise distribution of library users

Sl. No	Name of the Institute	Year of Establishment	No of Dept.	No. of students (UG+PG+Ph.D.)*
1	SPA, Delhi	1941	12	569+77+16
2	SPA, Bhopal	2008	08	370+105+22
3	SPA, Vijayawada	2008	02	351+30+12

Note: * 2017-18 Academic year

11. SCHEME OF RESEARCH WORK

The proposed research study will be divided into six chapters as follows

Chapter I Introduction

The first chapter is introductory in nature. It gives brief discussion about information on knowledge management and organization system and use culture in Libraries. This chapter includes the Statement of problem, Objectives, Hypotheses, Methodology, Sampling techniques, Methods of data analysis, Scope and limitation of the study.

Chapter II Knowledge Management and Use Culture in Libraries: An Overview

The second chapter explain the brief description on problem of the study. In will explain the different methods and model of Knowledge management and diverse information use culture especially in academic libraries

Chapter III Literature Review

The third chapter reveals the review of related literature provides a comprehensive view of the works accomplished so far. Also various views of the earlier studies in the area of study in subhead: Information seeking behaviour of library users, Knowledge management in libraries.

Chapter IV Data Analysis and Interpretation

The fourth chapter focuses on the analysis of the data for proposed research under structure data collection and design of the study and the Analysis and Interpretation of the data with graphical and tabular presentation.

Chapter V Findings, Suggestions and Conclusion

The fifth chapter is devoted to the findings, suggestions, area for further research and conclusion of study.

This chapter followed by **Bibliography and Appendices**

12. CONCLUSION

The study will throws light on various aspects related to knowledge management and its use in the libraries of School of Planning and Architecture in India. The investigation will bring out a few fruitful facts and figure which may helpful for framing the collection management policy and programs for the selected libraries under study. The facts and figures from the study will be worth considering through which the image of the institutions certainly enhance.

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